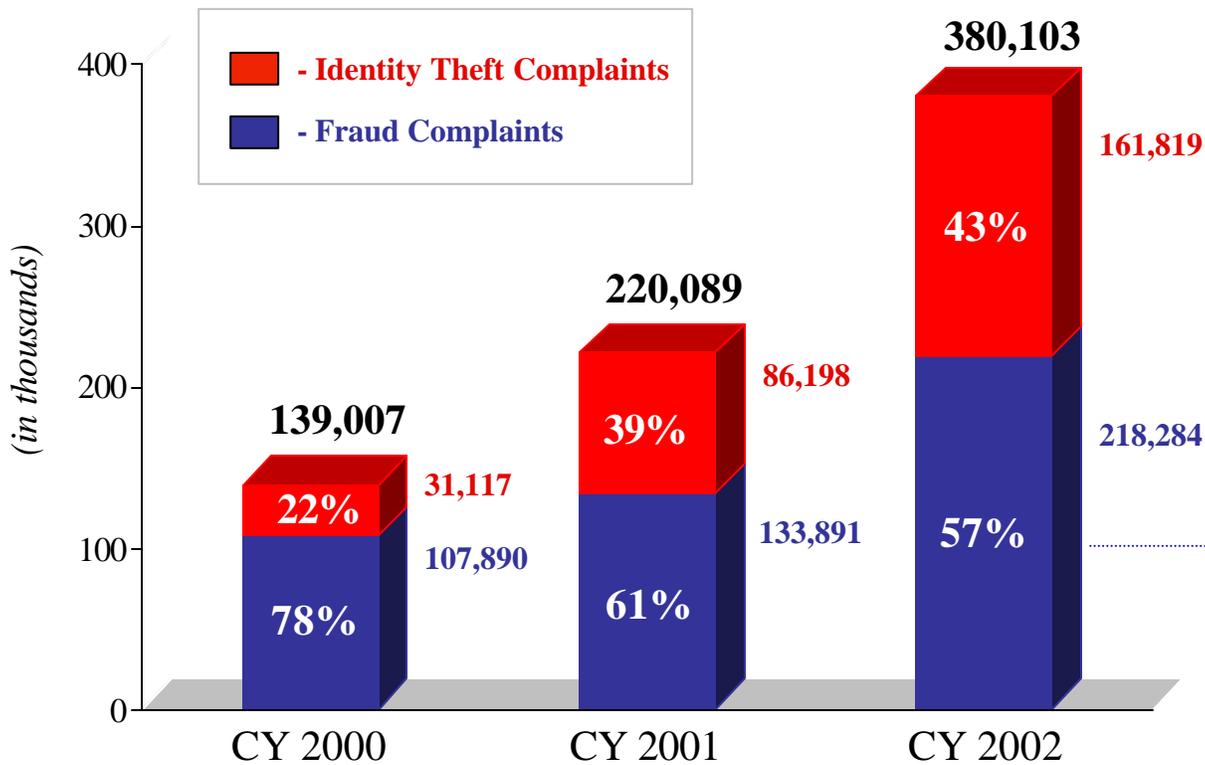
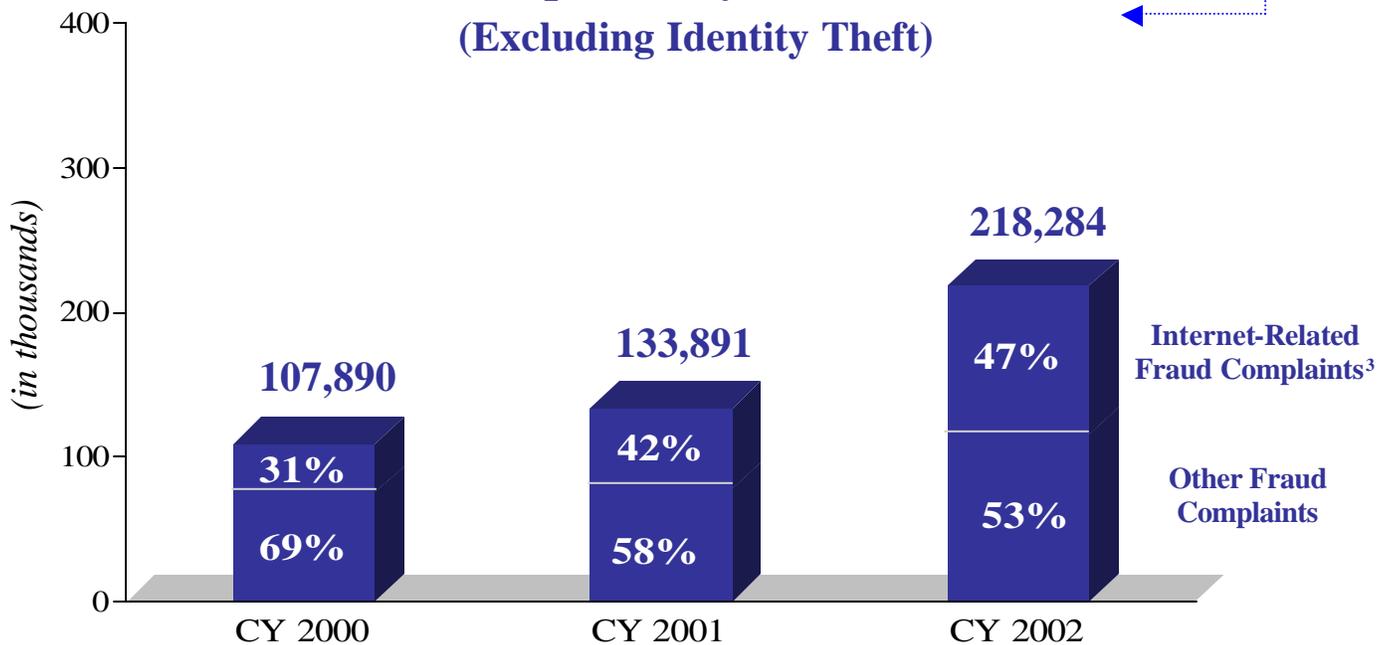


## Sentinel Complaints by Calendar Year<sup>1</sup>



<sup>1</sup>Percentages are based on the total number of Consumer Sentinel complaints by calendar year.

## Fraud Complaints by Calendar Year<sup>2</sup> (Excluding Identity Theft)



<sup>2</sup>Percentages are based on the total number of Consumer Sentinel fraud complaints by calendar year.

<sup>3</sup>For a definition of Internet-related complaints, see page 7.